**ROOTED** Assessment & Therapy Centre

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# INFORMATION LEAFLET ON SUPERVISED VISITATION

Thank you for choosing Rooted to assist you and your child in the midst of supervised visitation process. We would like to take this opportunity to provide you with more information on the process and guidelines to ensure the safety and well-being of all parties involved.

This information forms part of our process of informed consent. Please carefully read through this document and raise any questions regarding the process with your social worker.

## Introduction

We understand that supervised visitation can be a new and sometimes challenging experience for families. This leaflet aims to provide you with information about the process of supervised visitation and what to expect during these sessions.

## The Process

1. Document Review: The social worker will first review any available documents related to your family's situation to gain a comprehensive understanding of the dynamics and concerns involved.
2. Parent Interviews: Both parents will be interviewed separately to discuss their perspectives, concerns, and expectations regarding supervised visitation.
3. Contact Session: A contact session will be scheduled to allow the social worker to build a relationship with your child and prepare them for the role of the social worker during supervised contact sessions. This session will help your child understand what to expect and feel more comfortable during supervised visits.
4. Supervised Contact: After the initial preparation, supervised contact sessions will commence based on the agreed schedule.

## Regulations For Safety

During supervised visitation, the safety and well-being of your child are our top priorities. Therefore, certain regulations will be in place to ensure their safety:

- A designated area will be provided for the supervised visitation, ensuring privacy and security.
- The presence of the social worker will be constant throughout the visitation session.
- Any prohibited activities or behaviors will be strictly monitored and addressed promptly.
- Emergency procedures will be in place in case of any unforeseen circumstances.

## Note Keeping:

The social worker will maintain detailed notes during supervised visitation sessions, documenting observations, interactions, and any concerns that arise. Where supervised visitation is court mandated it is possible that written feedback for the court may be necessary. This will however be clarified with the referring parties and communicated to you in advance.

## Obligations To Report Concerns:

The social worker has an obligation to report any concerns regarding the safety or well-being of your child to the designated social worker or relevant authorities. This ensures that appropriate measures can be taken to address any issues promptly and effectively.

## Guidelines For Communication To Ensure Transparency, Neutrality, And A Fair Process

In the process of supervised visitation transparency and neutrality play pivotal roles in maintaining fairness and trust among all parties involved. Maintaining formal and documented communication channels is essential for several critical reasons:

- Meticulous record-keeping and documentation to ensure the accuracy and integrity of the process. Informal communications may lead to misunderstandings or misinterpretations of information.
- Formal communication methods, such as email or pre-arranged consultations, allow social workers to adhere to legal and ethical standards governing the process. These standards often require a clear and traceable record of all interactions.
- Informal channels like WhatsApp or phone calls may not provide the same level of privacy and security as formal methods. Maintaining confidentiality and safeguarding sensitive information is paramount.
- Formal communications ensure consistency in information exchange and accountability in case there are questions or disputes about the process.
- In case of legal proceedings or challenges to the process, formal documentation of communication can serve as evidence to support the actions and decisions made during the process.
- Maintaining a professional and structured communication process helps social workers maintain appropriate boundaries with involved parties and ensures they are not unduly influenced or pressured.

Overall, formal, and documented communication channels are a standard practice in supervised visitations, not only to uphold legal and ethical standards but also to promote accuracy, privacy, and the integrity of the process. They provide a clear and transparent means of communication that benefits all parties involved and safeguards the interests of the child and the integrity of the process. During this process the social worker will thus not respond to WhatsApp messages, SMS, or

impromptu phone calls. If you have any important information that you would like to relay, outside of formal scheduled meetings, please either communicate via email and or schedule an additional office or virtual consultation.

***Thank you for taking the time to read this information leaflet about the supervised visitation process. We understand that the well-being of your child is of utmost importance to you, and we want to assure you that our dedicated team is here to support you every step of the way*.**